



SC-PAY GRADE 8

## **IT SUPPORT SPECIALIST I**

### **DUTIES AND FEATURES OF THE CLASS:**

Under limited supervision, provides support as well as technical and business solutions for the Information Technology (IT) infrastructure that meets corporate objectives, business needs and industry-accepted standards.

### **EXAMPLES OF WORK:**

Assists in building, implementing and maintaining technical solutions for the IT infrastructure as well as supporting the current environment and implementing new solutions; analyzes business requirements and helps design technical solutions for the IT infrastructure, such as the desktop environment, PC hardware and physical network; assists in the management of the IT infrastructure, including security management, performance tuning, and systems planning; assists with the design and implementation of system management practices, procedures, and activities that establish better control, higher quality, increased efficiencies, and reduced business risk; documents technical architectures, environments, configurations and procedures; researches new technical infrastructure products and services to help keep the environmental current; provides guidance and consulting to colleagues and internal customers to facilitate the proper and efficient use of the technical infrastructure; performs other duties as assigned or as situation dictates.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Must possess a strong technical background in Information Technology and be able to quickly apply new technical solutions to improve business operations; must have proven, detailed knowledge of PC hardware, PC software, PC networking fundamentals and general PC issues and concerns; must have strong problem solving and analytical skills in a technical environment and demonstrated ability to integrate systems in a diverse, distributed environment, including back-end, desktop, and network systems; excellent oral and written communication skills and must be self-directed, customer-oriented, quality-oriented, deadline-sensitive, and a team player; effective project scheduling skills are desired; must be willing and able to work on multiple tasks within the Information Technology Department.

**QUALIFICATIONS:**

Minimum of an Associate's degree in Information Technology/Systems or related field is preferred. Minimum of two (2) years of progressive experience in Information Technology. Minimum of one (1) year experience administering and supporting an integrated computing environment, including desktops, servers, and networks in a Microsoft Windows Server environment; minimum of one (1) year experience supporting personal computers in a Microsoft Windows operating environment, including PC hardware, PC software (such as MS Office, MS Outlook, and MS Project), messaging, and network integration; a working knowledge of audio/visual, communications and networking hardware (switches, cabling, routers, etc.) is helpful.

**ADDITIONAL REQUIREMENTS:**

- Direct Deposit Required
- Possession of a valid driver's license
- Pre-Employment Background Screening
- Pre-Employment Drug/Alcohol Testing
- Must be willing to travel and work nights and weekends occasionally
- Some travel may be required